



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

3001 Mail Service Center • Raleigh, North Carolina 27699-3001

Tel 919-733-7011 • Fax 919-733-1221

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Richard J. Visingardi, Ph.D., Director

August 22, 2002

MEMORANDUM:

TO: Area Directors
Area Board Chairs

FROM: Richard J. Visingardi, Ph.D.

A handwritten signature in black ink, appearing to read "Richard J. Visingardi", written over a horizontal line.

RE: Survey of Contractors of Area Programs for Area Program Accounts Receivable Information

Over the last several months, the Division has received communications from a number of area program contract service providers expressing concerns over delays in reimbursement. In order for the Division to have factual information regarding the extent and validity of issues associated with prompt payment, we have developed a survey which is being distributed via this memorandum to area programs, for subsequent redistribution to contract service providers. Compilation of the survey results will enable the Division to reasonably address areas of concern and to review and establish "best practice" accounts payable procedures impacting area programs and provider agencies. The Division and area programs have jointly begun to address this issue through modifications in the Division/Area Program Performance Agreement.

There are two documents associated with this survey process:

The first attached document, "*Survey of Contract Providers for Receivables from Area Programs*", is to be distributed to all area program contract providers fitting the criteria outlined on the survey form itself. Area programs are to complete Part I of this document, by individual contract provider, and mail the survey to the respective contract providers. The contractors will be responsible for completing Part II of the survey and returning it directly to the Division. This survey only applies to providers of services to individuals and is NOT intended to include providers of goods and services such as, e.g., supplies, audit services, utilities, etc., purchased by the area program.

- a. **Timeline for Survey Distribution to Contract Service Providers:** Area programs are to complete Part I of the survey form and mail a hard copy to each individual provider no later than Wednesday, September 11, 2002 – earlier if at all possible.
- b. **Timeline for Survey Response to the Division by Contract Providers:** In the area program's communication to contract providers, you are to convey that the provider



is to both complete the information in Part II of the survey and submit the survey form directly back to the Division no later than the end of September 2002 – earlier if at all possible. Area programs cannot request or require that a copy of the completed survey form be returned to the area program. The Division will provide each area program with summary level, non-provider specific information upon completion of this process.

The second attached document, “*Area Program Tracking Form – Survey of Contract Providers for Receivables*”, is to be completed by each area program and returned directly to the Division. This document provides information to the Division on (a) area program receivables from EDS for Medicaid funds, and (b) the list of area program contract providers to whom the survey form was sent. The list of contract providers will enable the Division to gauge the response level from contract providers from each area program.

Timeline for Submission of Area Program Tracking Form by the Area Program to the Division: Area programs are to submit the completed Tracking form to the Division on or before September 13, 2002.

This memorandum and attached documents are also being posted on the Division Budget Office public web page at <http://www.dhhs.state.nc.us/mhddsas/budget/> Once at this site, scroll to the section titled “Other Information”. Posted within this section will be this transmittal memorandum and the two attached forms, both in a downloadable Excel file format.

If you have any questions, please contact Rick DeBell at 919-733-7013 or Rick.Debell@ncmail.net

RJV/ph

Attachments

cc: Area Finance Officer
Executive Leadership Team
Lanier Cansler
James Bernstein
Rob Lamme
Rick DeBell
Gary Fuquay
Allyn Guffey
Carol Duncan Clayton
Fred Waddle
Bob Hedrick

